

**Inquiry Reasons  
For 10/1/2021 - 12/31/2021**

Utility Type	Inquiry Reasons	No. of
<b>Cellular</b>		
	Billing	3
	Rates/Policies	2
	Service quality/repair	3
		Total 8
<b>Competitive Local Exchange Carrier</b>		
	Billing	1
	Rates/Policies	1
	Refusal to provide service	1
	Service quality/repair	7
		Total 10
<b>Gas Distribution Companies</b>		
	Billing	5
	Disconnection	3
	Rates/Policies	6
	Refusal to provide service	4
	Safety	2
	Service quality/repair	3
		Total 23
<b>Intrastate Transmission</b>		
	Safety	1
		Total 1
<b>Investor-Owned Electric Utilities</b>		
	Billing	24
	Deposit	2
	Disconnection	23
	Line extension/upgrade charge	1

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Utility Type	Inquiry Reasons	No. of
	Rates/Policies	94
	Refusal to provide service	5
	Safety	2
	Service quality/repair	8
		Total 159

**Investor-Owned Water  
Companies**

	Billing	7
	Disconnection	1
	Rates/Policies	1
	Refusal to provide service	1
	Safety	1
	Service quality/repair	2
		Total 13

**Local Exchange Carriers**

	Billing	6
	Disconnection	3
	Line extension/upgrade charge	2
	Rates/Policies	5
	Refusal to provide service	6
	Safety	5
	Service quality/repair	49
		Total 76

**Rural Electric Cooperative  
Corporation**

	Billing	4
	Disconnection	5
	Line extension/upgrade charge	2
	Rates/Policies	9

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Utility Type	Inquiry Reasons	No. of
	Refusal to provide service	2
	Safety	1
	Service quality/repair	1
		Total 24
<b>Sewer Utilities</b>		
	Service quality/repair	1
		Total 1
<b>Water Associations</b>		
	Billing	1
	Rates/Policies	1
	Refusal to provide service	3
		Total 5
<b>Water Districts</b>		
	Billing	14
	Disconnection	8
	Line extension/upgrade charge	2
	Rates/Policies	6
	Refusal to provide service	1
	Service quality/repair	13
		Total 44
		Grand Total 364